

FOUR OAKS MEDICAL CENTRE

PATIENT PARTICIPATION GROUP ANNUAL GENERAL MEETING

MONDAY 31 MARCH 2014

PRESENT:

Veronica Docherty (VD) Chair
Theresa Hyde (TH)
Roy Baverstock (RB) Vice Chair
Roger Small (RS)
Steve Bennett (SB)
Sue Hubbard (SH)

David Linehan (DL) Treasurer
Ganisha De Abrew (GD)
Vic Palmer (VP)
Jane Nock (JN) Practice Manager
Carol Morley (CM) Admin
Dr Jean-Claude Desveaux (JCD) GP Representative
Dr Roger Gent (RG) GP Representative

NON COMMITTEE MEMBERS:

Sheila Bennett
Barbara Walley
Keith Walley
Friederike Rice
Megan Cooper
Terry Hyde

1. APOLOGIES

Apologies were received from Dr Coutts.

2. INTRODUCTION TO FOMC PPG AND CHAIR'S REPORT

VD Ran through the Annual Report (attached). Approval of the report was proposed by TH and seconded by SB.

3. REPORT FROM THE TREASURER

DL summarised the Financial Statement as per the report (attached). Approval of the report was proposed by SB and seconded by GD.

4. NEWS FROM FOMC FROM DR JEAN-CLAUDE DESVEAUX

- JCD thanked the PPG for their input so far and for arranging the Annual General Meeting. He recognised in particular that there has been a noticeable improvement to the ground floor notice boards.
- Growth of the practice – over the past 10 years the practice patient list has increased from 10400 in 2004 to the current list size of almost 12000 patients.
- Four Oaks Medical Centre offers well over 50000 patient appointments each year. Offering a range of appointments to suit everyone's needs is a delicate balancing act and our most recent change to the appointment system has been to allow advanced booking up to four weeks in advance.
- Public Health initiatives this year have included offering intranasal flu vaccinations to 2 and 3 year olds and shingles vaccinations to the elderly (by invitation only). The practice achieved 159 child flu immunisations and 136 shingles vaccinations.
- Our flu vaccination campaign this year achieved vaccinating 95% of our diabetic patients and 96% of our COPD (Chronic Obstructive Pulmonary Disease) patients.
- The waiting room TV screens allow useful information to be given to patients and also to inform patient of any disruption to normal surgery practice.
- In the last two years we have become a training practice, meaning that we now offer training to GP trainees. These trainees are qualified doctors who come into surgeries for a few months at a time as part of their hospital medical training in order to experience different aspects of clinical care.
- Financial outlook – we face a huge challenge this year as there will only be 0.28% uplift for GP surgeries, far below the current rate of inflation. There are also major changes in the way services are commissioned, such as tendering for Sexual Health services, across the CCG (Clinical Commissioning Group). Although the way we obtain services will change, we

feel certain that we will be able to continue to offer all our current services to the same high standard.

- Repeat Prescriptions – the way we offer patient the facility to order repeat prescriptions online will change shortly. The new system will interact with our live clinical system in order to ensure that any change to medication or dosage is immediately presented to the patient online. Once this system is up and running for repeat prescriptions we will also be able to launch the facility to book and cancel GP appointments online.
- Over 75's service – all patients over 75 years of age will have a named clinical lead assigned to coordinate their care. This happens unofficially at the moment to a large degree but will be a requirement for future care.
- GP GENERAL INTERESTS:
 - Dr Coutts – Child Development, Prescribing
 - Dr Gent – Minor Surgery, GP Training
 - Dr Desveaux – Diabetes, GP Training
 - Dr Cuthbert – Women's Health
 - Dr Hooper – Women's health
 - Dr Foley – Women's health, Child Development
 - Dr Pawar – Acupuncture (private)

5. QUESTIONS:

Q SB – With online booking what happens if you are trying to book an appointment at the same time as someone else and will we be able to make cancellations?

A As soon as anyone accesses an appointment slot it is provisionally booked and cannot be accessed by anyone else.

Patients will be able to cancel online appointments by the same method.

NB Not all appointments will be accessible to book online as this would disadvantage those patients who do not have access to the internet. Therefore, some appointments booked by other means may not be available to cancel online. All booked appointments can be cancelled by text if you are taking advantage of our text appointment reminder system.

Q Sheila Bennett – How many patients are seen at FOMC each week?

A On average we see around 1000 patients per week.

Q What happens to patient who DNA (did not attend)?

A Persistent DNA offenders will be written to in order to make them aware of how valuable appointment time is and to request that they cancel if unable to keep their appointment. However, we have to allow for circumstances and ensure that we are sensitive to patients who may be going through a difficult time for one reason or another.

NB We are attempting to reduce DNA's through the introduction of text appointment reminders and also when we introduce online appointment booking/cancellation.

- Friederike Rice commented that she finds the waiting room TV screens very useful and informative.

Q RS enquired about the ID needed to be registered for the new repeat prescription ordering service and how would this affect pharmacy ordering?

A Photo ID will be a one off registration procedure, which is necessary as the new system allows access to our clinical system. Once each patient has brought in their ID and been registered they will be given a user ID and password for access to the system. This login will also allow access to the appointment booking system when we open that up, hopefully later this year. Pharmacies do not access the system when they request medication for a patient. Those patients who collect their prescription form a designated pharmacy will still have the option to do so using the new, more system.

Q Is the new system secure?

A More so than the old system as there is less room for human error. The system will only allow patients to request what their GP has put on their record so discrepancies will be fewer.

Q Could you clarify Choose and Book (C & B), please?

A Choose and Book is a system offering the patient a choice of secondary care provider. The system gives an indicative wait time allowing patients to opt to go somewhere with a shorter wait time if it is convenient for them to do so. It is our experience that the majority of patients will still opt for their closest provider in most instances, although there are some who opt to be seen sooner rather than closer.

- Q VD – how does C & B fit in with commissioning?
 A National policy states that all GP practices should use C&B for as many referrals as possible.
 Q VP – though it was patient generated?
 A All referrals need a Unique Booking Reference Number (UBRN) generated by the practice. Once the patient is given the paperwork with this reference they can book their own appointment from the options on the paperwork (choice made during consultation with GP) by telephone or online.
- Q RS – are appointments at Little Aston and Priory are available through Choose and Book?
 A The private sector are able to offer appointments in some specialties at the same cost as the NHS tariff, allowing additional capacity and choice. Availability is limited to a few specialties, mainly surgery, and is dependent on the suitability of the patient.
- Q What are the practice nurse interests at FOMC?
 A Nurse Kate Coutts is the nurse team leader and specialises in COPD and diabetes
 Nurse Sue Horwell also specialises in respiratory, CHD and stroke
 Nurse Michelle Heaney specialises in respiratory, diabetes, smoking cessation and NHS Health Checks
 HCA Sue Weaver specialises in phlebotomy (blood tests), ECG and smoking cessation
- Q Friederike Rice – will there be any change to doctors visiting patients in their own homes?
 A No change, home visits will be conducted as always where there is need. Out of surgery hours Badger operate a system of GP cover for our patients.
- Q TH (to VD) what has been your happiest moment since becoming Chair of the PPG?
 A Seeing patients here tonight, reaching out to more patients, Roy's jokes, people being prepared to give up their own time and getting support from practice staff.

6 ELECTION OF OFFICERS

CM read out the following nominations:

Chair – Veronica Docherty, nominated by Sue Hubbard and seconded by Steve Bennett

Vice Chair – Steve Bennett, nominated by Sue Hubbard and seconded by Veronica Docherty

Treasurer – David Linehan, nominated by Sue Hubbard and seconded by Veronica Docherty

There were no other nominations and the group approved all of the above.

There were no nominations for Secretary so this role will be continued by CM.

There were no nominations for General Committee Members so SB proposed all members to be re-elected. This was unanimously approved by the rest of the committee members present.

VD declared the meeting closed.